

Enterprise Incident Report January 2012

As of 2/23/2012

Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Community and Culture	Application Services	Paul Lundell	2 0	2 0
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	3 0	3 0
	Campus Networking	Charmaine Malan	1 0	1 0
		Jordy Davis	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Capitol Desktop Support	Chad Poll	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Help Desk	Brenda Treadway	1 1	1 1
		Eileen Dubach	1 1	1 1
		James Stearns	1 1	1 1

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Community and Culture

			Low	FCR Total
Community and Culture	Help Desk	Julie VanBeekum	2	2
			2	2
		Vicky Marrelli	1	1
			0	0
		Assigned to Individual Total	6	6
			5	5
	Metro A Desktop Support	Burton Brown	5	5
			0	0
		Kraig Ellis	2	2
			0	0
		Assigned to Individual Total	7	7
			0	0
	Metro A Help Desk	Cindy Schroeder	5	5
			4	4
		Ed Conrad	9	9
			9	9
		Liz Evans	6	6
			6	6
		Assigned to Individual Total	20	20
			19	19
	Metro B Desktop Support	Anthony Booyse	2	2
			0	0
		Matthew Blunk	1	1
			1	1
		Michael Barth	5	5
			0	0
		Peter Musser	1	1
			0	0

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Community and Culture

			Low	FCR Total
Community and Culture	Metro B Desktop Support	Tyler Pearce	2 0	2 0
		Wayne Higgs	3 0	3 0
		Assigned to Individual Total	14 1	14 1
	Metro B Help Desk	Val Shepherd	8 8	8 8
		Assigned to Individual Total	8 8	8 8
	Metro D Help Desk	Jed Patrick	1 1	1 1
		John Robinson	1 1	1 1
		Assigned to Individual Total	2 2	2 2
	Network Operations	Brant Davis	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Operations Production Control	Christie Burnham	8 8	8 8
		Assigned to Individual Total	8 8	8 8
	Rural Central Desktop Support	Jeremy Standifird	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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Community and Culture

			Low	FCR Total
Community and Culture	Rural North Desktop Support	Neil Smedley	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Rural South Desktop Support	Doug Chaston	1 0	1 0
		Joel Finlinson	2 0	2 0
		Lance Nay	1 1	1 1
		Assigned to Individual Total	4 1	4 1
	Security	Ken Wheeler	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice Operations	Romanza Hamblin	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice/Data/WAN Services	T Artis	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		81 46	81 46
	Customer Company Total			81 46

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Community and Culture

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Community and Culture	Application Services	Paul Lundell	2 1	2 1
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	3 1	3 1
	Campus Networking	Charmaine Malan	1 0	1 0
		Jordy Davis	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Capitol Desktop Support	Chad Poll	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Brenda Treadway	1 0	1 0
		Eileen Dubach	1 0	1 0
		James Stearns	1 0	1 0

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Community and Culture

			Low	MIR Total
Community and Culture	Help Desk	Julie VanBeekum	2 0	2 0
		Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	6 0	6 0
	Metro A Desktop Support	Burton Brown	5 0	5 0
		Kraig Ellis	2 0	2 0
		Assigned to Individual Total	7 0	7 0
	Metro A Help Desk	Cindy Schroeder	5 0	5 0
		Ed Conrad	9 0	9 0
		Liz Evans	6 0	6 0
		Assigned to Individual Total	20 0	20 0
	Metro B Desktop Support	Anthony Booyse	2 0	2 0
		Matthew Blunk	1 0	1 0
		Michael Barth	5 0	5 0
		Peter Musser	1 0	1 0

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Community and Culture

			Low	MIR Total
Community and Culture	Metro B Desktop Support	Tyler Pearce	2 0	2 0
		Wayne Higgs	3 0	3 0
		Assigned to Individual Total	14 0	14 0
	Metro B Help Desk	Val Shepherd	8 0	8 0
		Assigned to Individual Total	8 0	8 0
	Metro D Help Desk	Jed Patrick	1 0	1 0
		John Robinson	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Network Operations	Brant Davis	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Operations Production Control	Christie Burnham	8 0	8 0
		Assigned to Individual Total	8 0	8 0
	Rural Central Desktop Support	Jeremy Standifird	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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Community and Culture

			Low	MIR Total
Community and Culture	Rural North Desktop Support	Neil Smedley	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Rural South Desktop Support	Doug Chaston	1 0	1 0
		Joel Finlinson	2 1	2 1
		Lance Nay	1 0	1 0
		Assigned to Individual Total	4 1	4 1
	Security	Ken Wheeler	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Voice Operations	Romanza Hamblin	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Voice/Data/WAN Services	T Artis	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		81 4	81 4
Customer Company Total			81 4	81 4

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Community and Culture

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Community and Culture	Application Services	Paul Lundell	2 1.38	2 1.38
		Tony Larsen	1 0.47	1 0.47
		Assigned to Individual Total	3 1.08	3 1.08
	Campus Networking	Charmaine Malan	1 0.00	1 0.00
		Jordy Davis	1 0.55	1 0.55
		Assigned to Individual Total	2 0.27	2 0.27
	Capitol Desktop Support	Chad Poll	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Eileen Dubach	1 0.00	1 0.00
		James Stearns	1 0.00	1 0.00

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Community and Culture

			Low	ATTIR Total
Community and Culture	Help Desk	Julie VanBeekum	2 0.00	2 0.00
		Vicky Marrelli	1 0.00	1 0.00
		Assigned to Individual Total	6 0.00	6 0.00
	Metro A Desktop Support	Burton Brown	5 0.12	5 0.12
		Kraig Ellis	2 0.12	2 0.12
		Assigned to Individual Total	7 0.12	7 0.12
	Metro A Help Desk	Cindy Schroeder	5 0.00	5 0.00
		Ed Conrad	9 0.00	9 0.00
		Liz Evans	6 0.00	6 0.00
		Assigned to Individual Total	20 0.00	20 0.00
	Metro B Desktop Support	Anthony Booyse	2 0.05	2 0.05
		Matthew Blunk	1 0.00	1 0.00
		Michael Barth	5 0.21	5 0.21
		Peter Musser	1 0.40	1 0.40

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Community and Culture

			Low	ATTIR Total
Community and Culture	Metro B Desktop Support	Tyler Pearce	2 0.12	2 0.12
		Wayne Higgs	3 0.16	3 0.16
		Assigned to Individual Total	14 0.16	14 0.16
	Metro B Help Desk	Val Shepherd	8 0.01	8 0.01
		Assigned to Individual Total	8 0.01	8 0.01
	Metro D Help Desk	Jed Patrick	1 0.00	1 0.00
		John Robinson	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Network Operations	Brant Davis	1 0.13	1 0.13
		Assigned to Individual Total	1 0.13	1 0.13
	Operations Production Control	Christie Burnham	8 0.00	8 0.00
		Assigned to Individual Total	8 0.00	8 0.00
	Rural Central Desktop Support	Jeremy Standifird	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00

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Community and Culture

			Low	ATTIR Total
Community and Culture	Rural North Desktop Support	Neil Smedley	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Rural South Desktop Support	Doug Chaston	1 0.56	1 0.56
		Joel Finlinson	2 0.67	2 0.67
		Lance Nay	1 0.00	1 0.00
		Assigned to Individual Total	4 0.47	4 0.47
	Security	Ken Wheeler	1 1.93	1 1.93
		Assigned to Individual Total	1 1.93	1 1.93
	Voice Operations	Romanza Hamblin	1 3.45	1 3.45
		Assigned to Individual Total	1 3.45	1 3.45
	Voice/Data/WAN Services	T Artis	1 0.19	1 0.19
		Assigned to Individual Total	1 0.19	1 0.19
Assigned Group Total			81 0.18	81 0.18
Customer Company Total			81 0.18	81 0.18

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Community and Culture

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Community and Culture	Application Services	Paul Lundell	2 0	2 0
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	3 0	3 0
	Campus Networking	Charmaine Malan	1 0	1 0
		Jordy Davis	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Capitol Desktop Support	Chad Poll	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Brenda Treadway	1 0	1 0
		Eileen Dubach	1 0	1 0
		James Stearns	1 0	1 0

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Community and Culture

			Low	MR Total
Community and Culture	Help Desk	Julie VanBeekum	2 0	2 0
		Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	6 0	6 0
	Metro A Desktop Support	Burton Brown	5 0	5 0
		Kraig Ellis	2 0	2 0
		Assigned to Individual Total	7 0	7 0
	Metro A Help Desk	Cindy Schroeder	5 0	5 0
		Ed Conrad	9 0	9 0
		Liz Evans	6 0	6 0
		Assigned to Individual Total	20 0	20 0
	Metro B Desktop Support	Anthony Booyse	2 0	2 0
		Matthew Blunk	1 0	1 0
		Michael Barth	5 0	5 0
		Peter Musser	1 0	1 0

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Community and Culture

			Low	MR Total
Community and Culture	Metro B Desktop Support	Tyler Pearce	2 0	2 0
		Wayne Higgs	3 0	3 0
		Assigned to Individual Total	14 0	14 0
	Metro B Help Desk	Val Shepherd	8 0	8 0
		Assigned to Individual Total	8 0	8 0
	Metro D Help Desk	Jed Patrick	1 0	1 0
		John Robinson	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Network Operations	Brant Davis	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Operations Production Control	Christie Burnham	8 0	8 0
		Assigned to Individual Total	8 0	8 0
	Rural Central Desktop Support	Jeremy Standifird	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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Community and Culture

			Low	MR Total
Community and Culture	Rural North Desktop Support	Neil Smedley	10	10
		Assigned to Individual Total	10	10
	Rural South Desktop Support	Doug Chaston	10	10
		Joel Finlinson	20	20
		Lance Nay	10	10
		Assigned to Individual Total	40	40
	Security	Ken Wheeler	10	10
		Assigned to Individual Total	10	10
	Voice Operations	Romanza Hamblin	10	10
		Assigned to Individual Total	10	10
	Voice/Data/WAN Services	T Artis	10	10
		Assigned to Individual Total	10	10
Assigned Group Total			811	811
Customer Company Total			811	811

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Community and Culture

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Community and Culture	Application Services	Paul Lundell	2 3.37	2 3.37
		Tony Larsen	1 1.71	1 1.71
		Assigned to Individual Total	3 2.82	3 2.82
	Campus Networking	Charmaine Malan	1 0.19	1 0.19
		Jordy Davis	1 2.15	1 2.15
		Assigned to Individual Total	2 1.17	2 1.17
	Capitol Desktop Support	Chad Poll	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Eileen Dubach	1 0.00	1 0.00
		James Stearns	1 0.00	1 0.00

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			Low	ATTR Total
Community and Culture	Help Desk	Julie VanBeekum	2 0.00	2 0.00
		Vicky Marrelli	1 0.02	1 0.02
		Assigned to Individual Total	6 0.00	6 0.00
	Metro A Desktop Support	Burton Brown	5 0.39	5 0.39
		Kraig Ellis	2 0.70	2 0.70
		Assigned to Individual Total	7 0.48	7 0.48
	Metro A Help Desk	Cindy Schroeder	5 0.18	5 0.18
		Ed Conrad	9 0.07	9 0.07
		Liz Evans	6 0.11	6 0.11
		Assigned to Individual Total	20 0.11	20 0.11
	Metro B Desktop Support	Anthony Booyse	2 0.66	2 0.66
		Matthew Blunk	1 0.04	1 0.04
		Michael Barth	5 2.06	5 2.06
		Peter Musser	1 2.57	1 2.57

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			Low	ATTR Total
Community and Culture	Metro B Desktop Support	Tyler Pearce	2 1.59	2 1.59
		Wayne Higgs	3 2.08	3 2.08
		Assigned to Individual Total	14 1.69	14 1.69
	Metro B Help Desk	Val Shepherd	8 0.37	8 0.37
		Assigned to Individual Total	8 0.37	8 0.37
	Metro D Help Desk	Jed Patrick	1 0.00	1 0.00
		John Robinson	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Network Operations	Brant Davis	1 6.05	1 6.05
		Assigned to Individual Total	1 6.05	1 6.05
	Operations Production Control	Christie Burnham	8 0.00	8 0.00
		Assigned to Individual Total	8 0.00	8 0.00
	Rural Central Desktop Support	Jeremy Standifird	1 0.37	1 0.37
		Assigned to Individual Total	1 0.37	1 0.37

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Community and Culture

			Low	ATTR Total
Community and Culture	Rural North Desktop Support	Neil Smedley	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Rural South Desktop Support	Doug Chaston	1 0.56	1 0.56
		Joel Finlinson	2 1.32	2 1.32
		Lance Nay	1 0.00	1 0.00
		Assigned to Individual Total	4 0.80	4 0.80
	Security	Ken Wheeler	1 2.38	1 2.38
		Assigned to Individual Total	1 2.38	1 2.38
	Voice Operations	Romanza Hamblin	1 3.55	1 3.55
		Assigned to Individual Total	1 3.55	1 3.55
	Voice/Data/WAN Services	T Artis	1 0.51	1 0.51
		Assigned to Individual Total	1 0.51	1 0.51
	Assigned Group Total			81 0.73
Customer Company Total			81 0.73	81 0.73

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Detail

INC000000436368	Jeffery Fullmer	Network	Error	CapNet		TIR Missed: No	0.55
	Campus Networking	Jordy Davis	Community and Culture	Low	Closed	TTR Missed: No	2.15
INC000000438076	Pema Chagzoetsang	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000438097	Jeffery Fullmer	Network	None	None		TIR Missed: No	0.13
	Network Operations	Brant Davis	Community and Culture	Low	Closed	TTR Missed: Yes	6.05
INC000000438556	Lynette Lloyd	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.11
INC000000439024	Debbie Reese	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.11
INC000000439489	Sherry Dutson	PC/Laptop	Virus	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Community and Culture	Low	Closed	TTR Missed: No	0.29
INC000000439860	Kristen Stehel	Application	None	Novell GroupWise		TIR Missed: No	0.47
	Application Services	Tony Larsen	Community and Culture	Low	Closed	TTR Missed: No	1.71
INC000000440487	Diana Walker	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Wayne Higgs	Community and Culture	Low	Closed	TTR Missed: No	3.85
INC000000440514	Deb Greathouse	None	None	None		TIR Missed: Yes	2.66
	Application Services	Paul Lundell	Community and Culture	Low	Closed	TTR Missed: No	2.66
INC000000440820	Jill Spriggs	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.19
INC000000440899	Darci Card	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Wayne Higgs	Community and Culture	Low	Closed	TTR Missed: No	0.85
INC000000441193	Lynette Lloyd	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.09
INC000000441914	Kelly K Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.11
INC000000441937	Stephanie Bourdeaux	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	0.03
INC000000441980	Kelly K Anderson	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000442165	Kathy Kirtz	Application	Error	BMC Portal		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.11

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INC000000442321	Diana Walker	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.47
	Metro B Desktop Support	Wayne Higgs	Community and Culture	Low	Closed	TTR Missed: No	1.56
INC000000442717	Matthew Turner	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000442880	Julie A Anderson	Telecom	Hardware	Telephone		TIR Missed: No	0.19
	Voice/Data/WAN Services	T Artis	Community and Culture	Low	Closed	TTR Missed: No	0.51
INC000000442912	Sheryl Featherstone	Application	Reporting	Public Meeting / Notice Web Site		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low	Closed	TTR Missed: No	0.02
INC000000442927	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000443019	Brian Richards	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000443027	Brian Richards	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.07
INC000000443353	Doug Misner	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.19
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.19
INC000000443630	Kathy Kirtz	Application	Password	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000443697	Fletcher Booth	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000443885	Jill Spriggs	None	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Anthony Booyse	Community and Culture	Low	Closed	TTR Missed: No	1.27
INC000000443930	Mary Ellen Martinez	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.11
	Application Services	Paul Lundell	Community and Culture	Low	Closed	TTR Missed: No	4.09
INC000000443972	Sara Wever	PC/Laptop	Virus	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	2.93
INC000000444108	Lloyd Pendleton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000444507	Lloyd Pendleton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000444997	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000444999	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	0.00

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INC000000445001	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000445002	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000445003	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000445004	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000445006	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000445200	Becky Lopshire	Wireless Connectivity	Performance	None		TIR Missed: No	0.56
	Rural South Desktop Support	Doug Chaston	Community and Culture	Low	Closed	TTR Missed: No	0.56
INC000000445399	Kathy Kirtz	Mainframe	None	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	0.42
INC000000445401	Kathy Kirtz	Mainframe	None	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	0.41
INC000000445402	Kathy Kirtz	Mainframe	None	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	0.40
INC000000445404	Kathy Kirtz	Mainframe	None	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	0.39
INC000000445405	Kathy Kirtz	Mainframe	None	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	0.39
INC000000445406	Kathy Kirtz	Mainframe	None	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	0.37
INC000000445407	Kathy Kirtz	Mainframe	None	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	0.44
INC000000445748	Michael Johnson	PC/Laptop	Performance	None		TIR Missed: No	0.60
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	0.90
INC000000446283	Katie Woslager	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000446478	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000446830	Roxann Rose	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Closed	TTR Missed: No	0.04

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Community and Culture

INC000000447183	Lisa F Nelson	None	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	3.03
INC000000447249	Jason Bowcutt	Network	Error	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000447314	Sherman Roquero	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.05
INC000000447328	Lisa F Nelson	None	None	None		TIR Missed: No	0.32
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	1.56
INC000000448092	Chris Frederickson	Telecom	Voice Mail	Telephone		TIR Missed: Yes	3.45
	Voice Operations	Romanza Hamblin	Community and Culture	Low	Closed	TTR Missed: No	3.55
INC000000448110	Katie Woslager	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000448121	Lisa F Nelson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.40
	Metro B Desktop Support	Peter Musser	Community and Culture	Low	Closed	TTR Missed: No	2.57
INC000000448200	Tracy Healey	Application	Reporting	None		TIR Missed: Yes	1.93
	Security	Ken Wheeler	Community and Culture	Low	Closed	TTR Missed: No	2.38
INC000000448569	Wade Thompson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000448689	Tracy Healey	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Community and Culture	Low	Closed	TTR Missed: No	0.06
INC000000448822	Kathy Kirtz	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.20
INC000000450403	Brenda Brown	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	0.48
INC000000450845	Sherry Dutson	PC/Laptop	Error	None		TIR Missed: Yes	1.33
	Rural South Desktop Support	Joel Finlinson	Community and Culture	Low	Closed	TTR Missed: No	2.36
INC000000450891	Candace Powers	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	0.02
INC000000451161	Joanne Taylor	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Community and Culture	Low	Closed	TTR Missed: No	0.37
INC000000451306	Jeffery Fullmer	None	None	None		TIR Missed: No	0.00
	Campus Networking	Charmaine Malan	Community and Culture	Low	Closed	TTR Missed: No	0.19
INC000000451644	Sarah Pitkin	PC/Laptop	Performance	None		TIR Missed: No	0.16
	Metro B Desktop Support	Tyler Pearce	Community and Culture	Low	Closed	TTR Missed: No	1.19

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INC000000451728	Susan Hayward	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.08
	Metro B Desktop Support	Tyler Pearce	Community and Culture	Low	Closed	TTR Missed: No	1.98
INC000000451860	Kathy Kirtz	PC/Laptop	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000452122	April DeGross	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000452170	Man Diep	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000452250	Man Diep	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.16
INC000000452588	Kelly K Anderson	PC/Laptop	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.80
INC000000452661	Kelly K Anderson	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.10
INC000000452868	Mary Jacobs	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.10
INC000000453536	Tracy Healey	PC/Laptop	Performance	None		TIR Missed: No	0.16
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	1.75
INC000000453690	Kathy Kirtz	Application	None	Novell GroupWise		TIR Missed: No	0.11
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	0.11
INC000000454099	Leah Piccolo	PC/Laptop	Performance	None		TIR Missed: No	0.05
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	1.21
INC000000454503	Man Diep	Print/Copy/Scan/Fax	None	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	0.55
INC000000454921	Leah Piccolo	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000454938	Tracy Healey	PC/Laptop	Hardware	None		TIR Missed: No	0.47
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	1.04